



COUNTY OF ERIE - DEPARTMENT OF PERSONNEL
invites applications for the position of:

**Customer Service Representative ECWA
PROMOTIONAL #74-213**

SALARY: \$40,000.00 /Year

OPENING DATE: 03/18/14

CLOSING DATE: 04/09/14

DESCRIPTION:

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY WATER AUTHORITY. At present there is one anticipated vacancy at the Erie County Water Authority;

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

EXAMPLES OF DUTIES:

A Customer Service Representative ECWA is involved with public contact work in person or by telephone in the Customer Service Department of the Erie County Water Authority;

Answers telephone inquiries from water customers in regard to: water billings, water rates, water meters and readings, leakage, domestic & commercial water systems, excess water usage, Water Authority Tariff Provisions;

Explains billings to customers and schedules appointments to check the meter readings and possible high bill inspections;

Answers inquiries regarding delinquent accounts, and arranges customers repayment plans;

Prepares notices on delinquent accounts, and other commercial reports, by using computer terminal;

Follows up on incomplete work orders, reviews records and reschedules the work with personnel at the service center;

Prepares and issues billing adjustment on customer accounts, and prepares final billings on customer accounts, using computer terminal;

Makes appointments to service and/or change and/or read domestic and industrial water meters ;

Assists customers filing applications for service, prepares and enters advance minimum billings on new customer's accounts and accepts deposits;

Receives and processes requests for service, processes necessary legal and engineering documents regarding new services;

Originates and answers Customer correspondence regarding all commercial matters;

Reviews and makes changes on computer produced billing edits, by direct entry into customer data base on computer terminal;

Updates customer information data base by direct entry into computer terminal;

Types forms, vouchers, records, reports and other business letters;

Receives, reviews and processes within established guidelines, customer requests for adjustments due to water leakage;

Receives, reviews and processes within established guidelines, customer advance and/or final billings;

Operates an alpha-numeric keyboard to transcribe data to either punch cards, tapes, magnetic discs or directly to a computer

TYPICAL QUALIFICATIONS:

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for **12 months** immediately preceding the date of the written test in the position of **Junior Customer Service Representative**.

SUPPLEMENTAL INFORMATION:

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS
ESTABLISHED

TO RECEIVE ADDITIONAL POINTS. *(See application for more information.)*

**NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE
EXAMINATION DATE**

NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

EXAMINATION DATE
MAY 3, 2014

APPLICATIONS MUST BE
POSTMARKED BY
APRIL 9, 2014

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. **ARITHMETIC COMPUTATION WITH CALCULATOR:** These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.**
2. **CLERICAL OPERATIONS WITH LETTERS AND NUMBERS:** These questions test for skills and abilities in clerical operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.
3. **NAME AND NUMBER CHECKING:** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.
4. **OFFICE RECORD KEEPING:** These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

5. **PUBLIC CONTACT PRINCIPLES AND PRACTICES:** These questions test for the ability to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE
(See Below)

(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows: Seniority: For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date, so they can make arrangements for taking all tests at one test site. ****For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.**** The Cross-Filer Form is found online at: www2.erie.gov/employment/index.php?q=applications or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not

received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE –
READ CAREFULLY****

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.